



BRAC University

Internship Report

On

Human Resource Management Practices: The Study on Recruitment and Selection Process of Abdul Monem Ltd.

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7th September, 2016

Ariful Ghani,

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Subject: Submission of Internship Report

Dear Sir,

This is a great chance for me to present my internship report on “Human Resource Management Practices: The Study on Recruitment and Selection Process of Abdul Monem Ltd.” I feel wonderful as I got the opportunity to do my internship in a reputed multinational Company, named Abdul Monem Ltd. It is a great opportunity to present my internship report under your supervision. I am thankful for your guidelines and instructions.

I would also like to express my heartiest gratitude to General Manager, Major Khairul Basher (Retd), psc, Human Resource, Abdul Monem Ltd and Mrs. Shahan Ara Shova, Assistant Manager, Human Resource, Abdul Monem Ltd. for providing me with supreme guidance during my stay at the organization as an intern.

I tried to put my best effort for the preparation of this report. Yet if any limitations or flaws arise, it will be my pleasure to answer any clarification and recommendation regarding this report.

Thank you once again for your boundless assistance and supervision.

Sincerely yours,

Nazmun Natasha

Student ID – 12304048

BBS Department

Acknowledgement

Each and every work needs support and guidance for the successful achievement of its aims and objectives. This report work also had support from many hands and above all the blessings of the Almighty Allah. I would like to give a lot of thanks to the authority of my University for conducting this internship program. I would also like to express my respect and heartiest gratitude to Ariful Ghani, Lecturer, BRAC Business School for his great cooperation which will be always remembered by me, without whom preparing this paper was simply impossible.

I would also like to acknowledge with thanks, the support received from General Manager, Major Khairul Basher (Retd), psc, Human Resource, Abdul Monem Ltd and Mrs. Shahan Ara Shova, Assistant Manager, Human Resource, Abdul Monem Ltd. I am paying my heartiest appreciation to all of these great people for their great cooperation, which will always be remembered by me. This report is prepared by me, but it is impossible with helps above individuals so at least I would like to give thanks to all, Thank you.

Executive Summary

This report on Human Resource Management Practices: The Study on Recruitment and Selection Process of Abdul Monem Ltd." reflects the HR policies in the recruitment and selection process. In this report, it is also reflected that Human resource managers perform an identifiable set of activities that effect and influence the people who work in the organization. I have followed research method throughout the study. I used both primary and secondary data in this study. I have collected primary data through direct observation and interviews and collected secondary data through different journals, official website of Abdul Monem Limited. The Employees of the Head Office of Abdul Monem Limited are my study population. Sample size of this study was twenty. In the report, it is illustrated that AML has very strong HRM department & HRM policy. It is also seen that AML is always committed to provide employee proper safety & health. They have taken so many programs to ensure employees' rights of safety & health. AML gives more emphasis on their communication with employee. To sum up, all the steps are regulated by the HR department of AML.

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Chapter 1

Background of the Study

As a part of an organization Human Resource Management (HRM) must be prepared to deal with the effects of changing world of work. For them, this means understanding the implications of globalization, technological changes, workforce diversity, changing skill requirements, continuous improvement initiatives, contingent workforce, decentralized work sites and employee involvement. We should look at how these changes are affecting HRM goals and practices.

The current challenges of HRM are to integrate programs involving human resources with strategic organizational objectives. Moreover, organizations are under tremendous competitive pressure worldwide.

Significance of the Report

Education will be the most effective when theory and practice blends. Theoretical knowledge gets its perfection with the practical application. And the internship is designed to bridge the gap between the theoretical knowledge and the real application. We all know that there is no alternative of practical knowledge which is more beneficial than theoretical aspects. The purpose of this study is to become familiar with the practical business world and to attain practical knowledge about the overall corporate world, which is so much essential for each and every student to meet the extreme growing challenges in the job market.

Scopes of the Study

The study will provide the following scopes:

- Abdul Monem Ltd is one of the best corporate house in Bangladesh in terms of profitability.
- To have a total concept of Human Resource Management Practice with some special focus on Abdul Monem Ltd.
- To gain knowledge of real life situation of HRM practices in Bangladesh.
- I acquired my practical experience from Monem Business District.

Objectives of the Study

Broad objectives:

The broad objective of the study is to understand and analyze the “Human Resource Management Practices of Abdul Monem Limited (AML)”.

Specific Objectives:

The specific objectives of the study are:

- To explore the Human Resource Management practices followed by AML.
- To identify the differences between theoretical study and the practices of HRM practices of AML.
- To measure the effectiveness of the HRM practices of AML through the opinions of the employees.

Methodology of the Study

Research Design:

This is a descriptive type of research, which briefly reveals the overall human resource management practices of Abdul Monem Ltd. It has been administered by collecting both primary and secondary data. Human Resource Management Practices Manual of Abdul Monem Ltd was the major secondary data source in this regard.

Sampling Plan:

Population: The target population of the study was the executive and operatives employees who are working in Abdul Monem Ltd.

Sampling Unit: Any employee who is working in Abdul Monem Ltd.

Sample Size: The total sample size was 20 respondents which includes both executives and operative employees, here shown in the following table:

Table-1: Sample Size

Executives	Operative Employees	Total
02	18	20

Sampling Method: The non-probability convenient sampling method was used for collecting the information and to identify the respondents.

Questionnaire Design: Questionnaire was prepared with both open ended and closed ended questions. One set of Questionnaire was made for both executives and operatives. The average time of questioning is 15/20 minutes. A set of questionnaire was used in the study and the nature of the questions used is both open ended and closed ended questions. The closed ended questions are followed the Likert scale techniques.

Types of Data Used

Mainly two types of data were used:

- **Primary data:** Primary data is the data, which is collected by the researcher directly by survey, observation and experience. For example, if the researcher conducts a survey for the collection of data then it is known as primary data.
 - Through questionnaire survey.
 - Through observation and face to face conversation.
- **Secondary data:** Secondary data is the data taken by the researcher from secondary sources, internal or external. That means the data, which was collected and used previously for another purpose is called secondary data.
 - Annual Report and Training Manual of AML.
 - Different text books.
 - Various reports and articles related to study.
 - Web base support from the internet.

Data Analysis

Both the qualitative and quantitative analysis (Questionnaire analysis) has been followed in this research. Quantitative questions were scaled with well used such as- Microsoft Word, Microsoft Excel and Microsoft PowerPoint.

Limitations of the Study:

- **Time Limitation:** To complete the study, time was limited by three months. It was really very short time to know details about the overall training and development of an organization.
- **Lack of experience:** Being a temporary member and a primary research of the organization; it was not possible for me to know each and everything about the company details.

Chapter- 2

Company Overview

Introduction

Abdul Monem Limited (AML) is one of the leading diversified business conglomerates of Bangladesh. Our fundamental promise is ‘Touching Lives... Building Capabilities...!’ The honorable Managing Director and Chairman Mr. Abdul Monem had established the organization in the year 1956 and he still strongly and successfully runs it along with his two eligible sons working as the Deputy Managing Directors (DMD) of the company, Mr. A.S.M. Mainuddin Monem and Mr. A.S.M. Mohiuddin Monem. Since 1956 and onwards, we have led others to follow. The core strength of our organization is rooted in our capacity to gather the resources to complete infrastructure projects on a grand scale (funded by World Bank, ADB, JICA etc.) thus demonstrating our ability to bear the initial risks associated with such projects and proving our sustainability throughout the long development periods.

Over a successful period, AML has not just developed a wealth of experience in infrastructure and development project arena in order to meet the international standards of quality and services, it has also become the bottler of Coca Cola, the producer of number one ice-cream brand Igloo, Igloo milk and dairy products, Igloo food items and snacks, manufacturer of pharmaceuticals, maker of auto bricks, bitumen and other selected construction materials. It also established AM Sugar Refinery Ltd., AM Rice Bran Oil), ServisEngine BPO, AM Securities and Financial Services Ltd., etc. In 2015, it was awarded to develop one of the first private economic zones of the country i.e. Abdul Monem Economic Zone (AMEZ) in Daudkandi, Munshiganj on its land of 216 acres. All these strategic units are established with a view to leveraging the strength of the parent company as well as to contribute to the national economy with an intention of generating employment opportunities for fellow citizens. Even though, AML began as a family owned business, it has transformed into a multi-disciplinary modern day business group delivering value to our customers. As such, our priority has been to focus on building capabilities to infuse strength and character in our people, our business partners, associates and stakeholders resulting in robust and dynamic growth of the establishment.

Our 10,000+ talented and highly skilled workforces are the rock bottom of our strength and long-term success. Hence, our policy requires that we take responsibility for ensuring their

safety and security as well as safeguarding their health and welfare. We also take great pride in contributing to the community and society as a whole through active corporate social responsibility and engagement. Our ultimate focus therefore, is to use our valuable resources in order to create value-added products and services, which would contribute to the economic, social and environmental progress and prosperity of Bangladesh. Altogether, we aim to lead by paradigm and to learn from everyday experiences; we set our endeavors to high standards for our people at all levels and consistently meet them.

Vision

Our Vision materializes our Roadmap. We are aimed at contributing to the economic, social and environmental progress and prosperity of Bangladesh through optimum use of our resources applied in constant development of our value-added products and services.

Mission

Our Mission defines our Roadmap. We excel to develop and deliver value added goods and services to our esteemed customers, consistently outperform our peers, build enduring relationship with our business associates and stakeholders, provide a dynamic and challenging environment for our employees and aim to achieve incremental growth of our business thereby having a positive economic and social impact on the community and the nation.

Objectives

Our core beliefs and values are driven by three aspects:

People

“Our people are our strength”. Hence, our company prioritizes to nurture and provide them with the opportunities to achieve their maximum competence. We also express our preeminent desire to serve the needs of our valued customers, business partners and the society in general by being responsible in creating and delivering our valuable products, services and business practices.

Prosperity

“Prosperity outlook is key to our success”. Our company contributes immensely to the prosperity of the people and the country. Therefore, we ensure to utilize advanced technologies, skills and knowledge of a dedicated, well-trained and motivated workforce in delivering high quality products and services to our esteemed customers.

Progress

“We explore for progress”. Our company believes in sustainable development by investing in the future of our people, our business, our society and our nation as a whole. Thus, we continuously explore ways to progress and elevate our practices, our standards and our expectations.

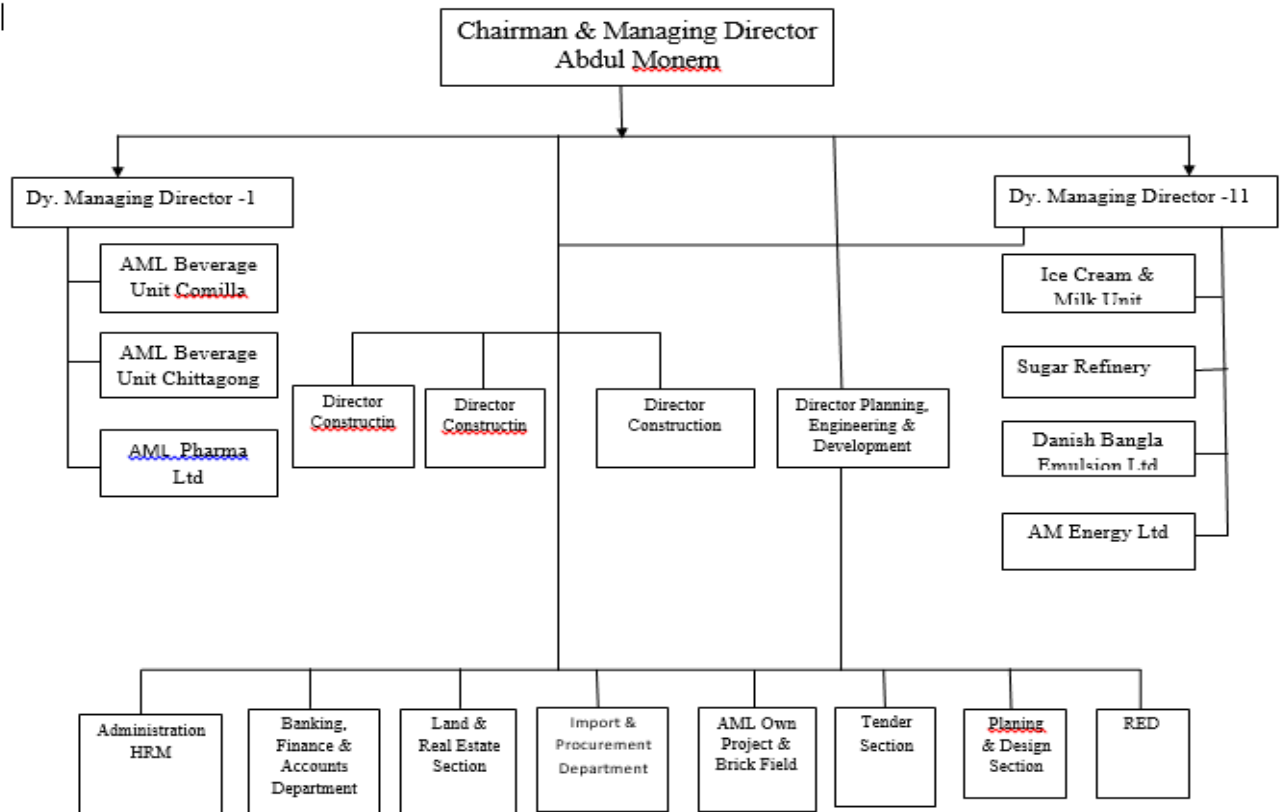
“We at Abdul Monem Limited put our philosophy and principles into our day-to-day business practices.

Achievements and Recognitions

It always feels good when we are recognized for our contributions to the people, the society and the nation. We don't work for these praise rather we take our work as our responsibility towards building a better future for all.

- The President's Awards
- The longest TAX payer award
- The longest VAT payer award
- IFAWPCA gold medal
- Business person of the year 2008, Bangladesh
- Commercially important person of 2010, 2011 & 2012
- Excellence for business performance from Jamuna Bank Ltd
- Igloo- No.1 ice-cream brand by Bangladesh Brand Forum
- Other recognition from various Government departments for business performance, corporate governance and contribution to national development

Organization Hierarchy



Products and Services

❖ *AML Construction*



With the vision to lead the infrastructure development of the country, pioneering entrepreneur Mr. Abdul Monem in the year 1957 embarked upon the journey to start the first and currently the largest business concern of Abdul Monem Group of Companies. Since its inception Abdul Monem Limited has built a strong reputation for delivering quality services, on time project completion and meeting set construction standards.

Ice cream Unit



Since its beginning in 1964, Igloo is the synonym for quality ice cream for all people of this country. With over 100 customer preferred flavors, forms and shapes Igloo is the leader in providing superior, unmatched taste and mouth feel. Our slogan ‘a World of Great Taste’ relates to the delightful experience consumers have with the rich, best tasting and ever popular Igloo Ice cream.

Igloo Dairy Limited



Igloo Dairy Milk was established on 31 August 2004 with the aim to maintain the production capacity of Igloo Ice Cream as well as meet some market demand for pasteurized milk.

Igloo Foods Ltd



Igloo Foods Limited is a manufacturer and marketer of high-quality, brand name food and potato products for consumers throughout Bangladesh. Igloo Foods is built on the principle to mileage the existing reputation for delivering quality products.

AM Beverage Unit-Coca-Cola



Consumers of all ages want great tasting beverages that also provide nutrients for healthy growth and to make them feel their best. Coca-Cola compliments and shares the best moments of all consumers!

Danish Bangla Emulsion Ltd



Danish Bangla Emulsion Limited (DBEL) is a joint venture company between Abdul Monem Limited and ENH Engineering A/S, Denmark. DBEL has been producing bitumen emulsion of international standards by a fully automated plant for the construction of road and airfield pavement work.

AM Securities & Financial Services Ltd



AM Securities & Financial Services Ltd. is a subsidiary of Abdul Monem Group and a leading equity brokerage house in the country with a diverse clientele of institutions, high net worth individuals, foreign funds and retail investors. Building and managing the capital has become very important and it will be the prime driver behind the motion of our economy.

Monem Business District



Combining design and utility, synergizing efficiency and effectiveness, symbolizing status and strength Monem Business District is currently a grand illustration of architectural excellence. MBD is the corporate head office of the entire group as a whole and is situated in Karwan Bazar, one of the prime locations of the capital city of Dhaka.

AM Mango Pulp Processing Unit



The Government of Bangladesh is encouraging both local and foreign investors to establish agro industries based on local agro produce. Some of these, namely tomatoes, mangoes, pineapples, etc. are available for a short period of time and huge quantity gets destroyed for lack of appropriate preservation and processing.

Novus Pharmaceuticals Ltd



With a vision to revolutionize the massive demand supply gap of proper medicines & drugs, Novus Pharmaceuticals Limited, started in 2008, develops and delivers healthcare solutions with the highest priority on quality. As a fully integrated pharmaceutical company, our purpose is to provide affordable and innovative medicines through our core businesses.

AM Asphalt & Ready Mix Concrete Ltd



Every major construction project uses concrete in one form or another as it is one of the worlds most versatile and durable construction materials. Ready mixed concrete is made from a carefully balanced mixture of aggregates, cement and water.

Auto Bricks Limited



AM Bran Oil



Fig- AM Bran Oil

Bran oil is the Most Healthy Edible Oil (Heart Oil).

- Joint Venture with SURIN of Thailand
- Contract signed in 2011, Crude oil production started and refined oil to start from early 2016
- Both for Retail and Institutional clients
- Product range includes Refined Oil, Crude Oil and DORB etc.
- Eyeing on both local and export markets
- Super quality due to physical and Chemical refining – only one of its kind throughout the country
- Already exported to Thailand; Japan, Korea and Indian markets are opening up

Abdul Monem Sugar Refinery Ltd



Fig- Abdul Monem Sugar Refinery Ltd

AML, guided by the vision and belief to ensure long-term existence through profitability, success and sustainability, established the Abdul Monem Sugar Refinery Limited (AMSRL) in 2006 as a standalone sugar refinery with an annual capacity of more than 3, 00,000 metric tons of high-grade refined sugar in the name of Igloo Sugar.

AM Energy Limited



Fig- AM Energy Limited

AM Energy Limited was established in 2005 as a captive power generating plant. It is situated on the bank of the river Meghna and constructed on 1.73 acres of land. Initially it was designed for generating 10MW by steam turbine generator but presently has 6MW capacity with 3.5MW maximum power generated. 2.5MW is supplied to Abdul Monem Sugar Refinery Limited for the factory operations and 1MW is transmitted to REB-Rural Electrification Board. The company is looking for joint venture partners for developing power plants with conventional as well as renewable energy sources.

Chapter-3

Sources of Recruitments

AML usually recruits either from the **internal sources**, i.e., by promoting the existing employees for higher positions, or they may go for **outside sources**, i.e., giving advertisements in media by creation a pool of applicants. Thus, internal and external sources of recruitment can either be resorted to by any organizations, subject to convince and feasibility.

For Abdul Monem Ltd, the major sources of recruitment for different types of personnel are written below-

- ✓ **Internal Sources-** As AML is a very vast group, in AML existing employees sometimes fills an available position by transfers and promotions. This source is termed as internal source. Sometimes, this may lead to increase in employee's productivity as their motivation level increases. It also saves time, money and efforts.
- ✓ **External Sources** – External Sources of AML is collecting cvs from bdjobs.com and giving advertisement about the vacancy in the advertisement.

Recruitment And Selection process of Abdul Monem Limited:

Finding the right person in the team makes the work of the organization effective and more productive. The whole recruitment and selection process of Abdul Monem is vast. Like other organizations AML has a policy on recruiting internally (within the organization) and externally. Generally, AML group prefers internal sourcing, as own workforces know the culture of the organization well and can recommend candidates who fit the organization's culture. The whole process is given below -

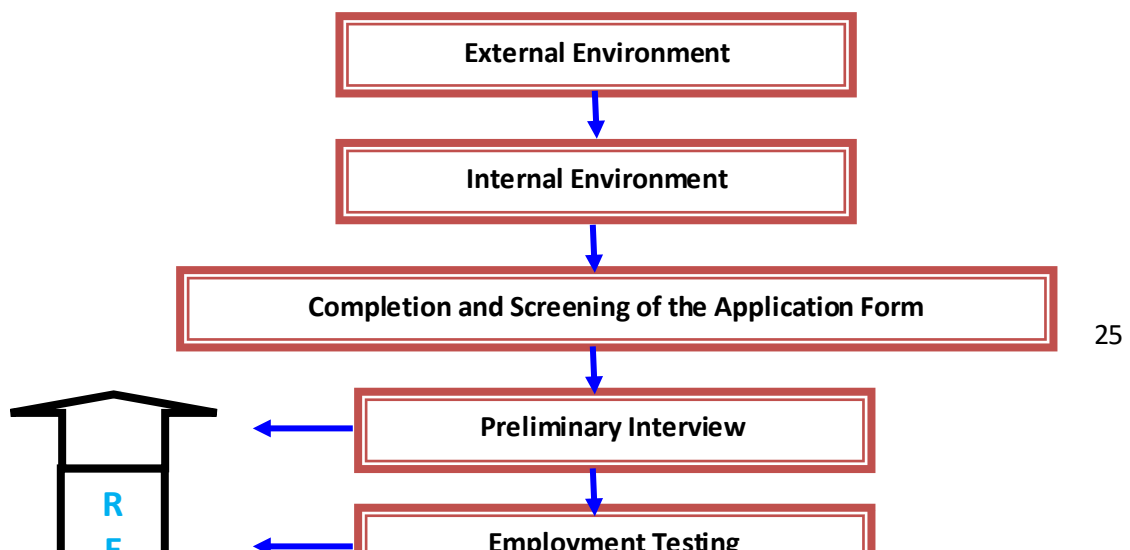


Fig- Recruitment process

Completion and screening of the application form:

In AML, the first and foremost step of recruitment and selection process is the completion of application form which provides the basic employment information for use in later steps of the selection process and can also be used to screen out unqualified applicants.

Preliminary interview:

After the completion of the first step, the candidates are called for preliminary interview in AML. Usually, the preliminary interview is done to determine whether the applicant's skills, abilities, and job preferences match any of the available jobs in the organization.

Employment testing:

There are several processes in AML for testing the employees. All the tests which are taken in AML group are given below –

- **Aptitude tests:** In AML, aptitude tests are the only measure to evaluate a person's capacity or potential ability to learn and perform a job.
- **Psychological tests:** After that, psychological test is taken to measure personality characteristics such as emotional stability, tolerance, capacity to get along, habits, hobbies, maturity and psychoneurotic and psychotic tendencies.
- **Interest tests:** In AML, interest tests are designed to determine how a person's interests compare with the interests of successful people in a specific job.
- **Polygraph tests:** The polygraph records fluctuations in blood pressure, respiration, and perspiration on a moving roll of graph paper.
- **Graphology (hand writing):** Analysis involves using a trained analyst to examine the lines, loops, books, strokes, curves and accompaniments in a person's hand writing to assess the person's personality, performance, emotional problems and honesty.

Interview Session: After all the steps, the candidates who pass the tests are called for an interview.

Reference and Background Analysis: After passing the interview session, in AML, another important step is background analysis. Many employers request names, addresses, and telephone numbers or references for the purpose of verifying information and perhaps, gaining additional background information on an applicant. In AML, this background analysis is very important.

Selection decision: After passing all the above mentioned steps the selection decision is made. The other stages in the selection process have been used to narrow the number of candidates. The HR manager plays a crucial role in the final selection.

Physical Examination: In AML, there are several objectives behind a physical test. Obviously, one reason for a physical test is to detect if the *individual* carries any infectious diseases. Secondly, the test assists in determining whether an applicant is physically fit to perform the work. Third, the physical examination formation may be used to determine if there are certain physical capabilities which differentiate successful and less successful employees. Forth, medical check-up protects applicants with health defects from undertaking work that could be detrimental to them or might otherwise endanger the employer's property. Finally, such as examination will protect the employer from worker's compensation claims that are not valid because the injuries or illness were present when the employees was hired.

Job Offer: In AML, Job offer is made through a letter of appointment. This letter generally contains a date by which the appointee must report on duty. The appointee must be given reasonable time for reporting. This is particularly necessary when he or she is already in employment, in which case the appointee is required to obtain relieving certificate from the previous employer.

Employment Contract:

In AML, after the job offer has been made and the candidate's aspect the offer, certain documents need to be executed by the employer and the candidate. There is also a need for preparing a contract of employment by the employer. The basic information that should be including in a written contract of employment will vary according to the level of the job, but the following checklist sets out the typical heading. All the following things are

written in the employee contract -

1. Job title
2. Duties, including a phrase such as "The employee will perform such duties and will be responsible to such a person, as the company may from time to time direct".
3. Date when continuous employment starts and the basis for calculating service.
4. Rate of pay, allowances, overtime and shift, rates, methods of payments.
5. Hours of work including lunch break and overtime and shift arrangements.
6. Holiday arrangements.
7. Sickness.
8. Length of notice due to and from employee.
9. Grievance procedure.
10. Disciplinary procedure.
11. Work rules.
12. Arrangements for terminating employment.
13. Arrangement for union membership.
14. Special terms relating to rights to patents and designs, confidential information and retains on trade after termination of employment.
15. Employer's right to vary terms of the contract subject to proper notification being given.

Chapter - 4

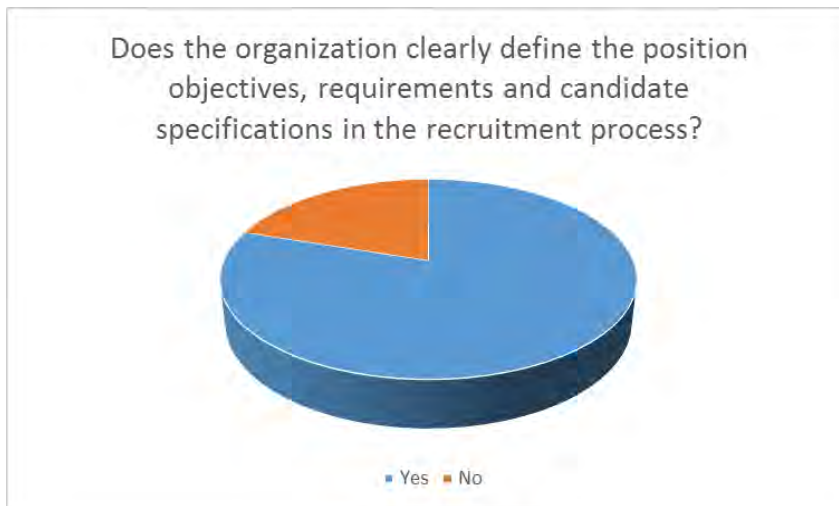
Survey Analysis of Abdul Monem Limited

1. Since how many years have you been working with this organization?



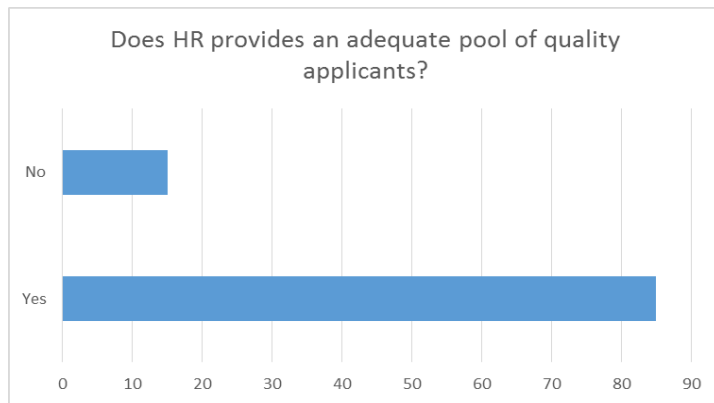
In this graph, we see that the rate of people working in Abdul Monem Ltd. more than 15 years is the highest. This reflects that people usually do not want to leave this organization.

2. Does the organization clearly define the position objectives, requirements and candidate specifications in the recruitment process?



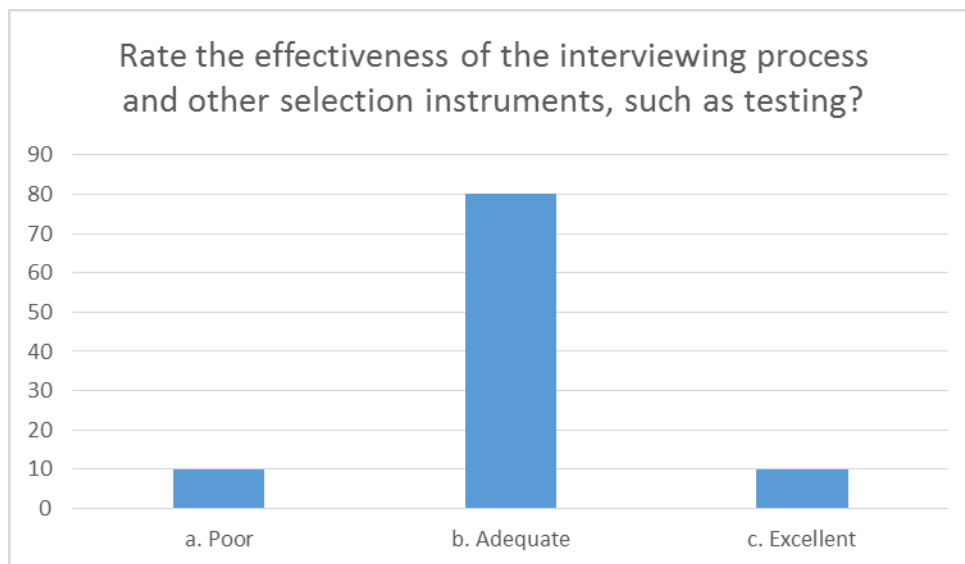
In this pie chart we can notice that yes Abdul Monem Ltd. clearly define the position objectives, requirements and candidate specifications in the recruitment process.

3. Does HR provides an adequate pool of quality applicants?



We can see that above 85% of people agrees that HR provides an adequate pool of quality applicants.

4. Rate the effectiveness of the interviewing process and other selection instruments, such as testing?



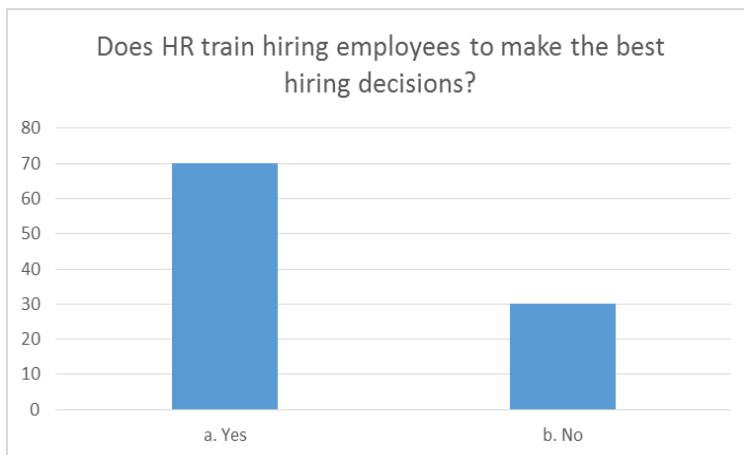
About 80% of the people says that the rate of the effectiveness of the interviewing process and other selection instruments, such as testing is adequate.

5. Does the HR team act as a consultant to enhance the quality of the applicant pre-screening process?



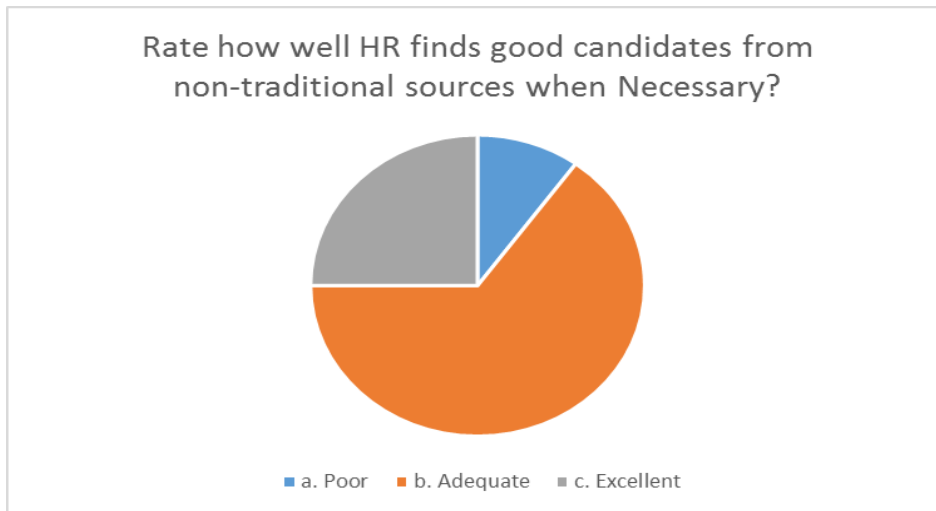
More than 80% says that HR team act as a consultant to enhance the quality of the applicant pre-screening process.

6. Does HR train hiring employees to make the best hiring decisions?



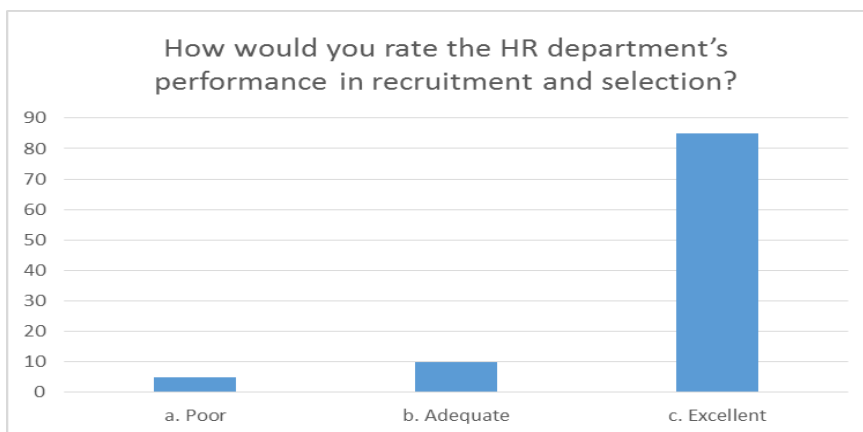
Yes, we can say that 70% of the people agrees that HR trains hiring employees to make the best hiring decisions.

7. Rate how well HR finds good candidates from non-traditional sources when necessary?



About 70% of the people says that HR finds good candidates from non-traditional sources when necessary.

8. How would you rate the HR department's performance in recruitment and selection?



About 85% of the people thinks that HR department's performance in recruitment and selection is excellent.

Summary of Questionnaire Survey Analysis

According to the questionnaire survey analysis, it is observed that, Abdul Monem Ltd practices HRM system and policy properly. As most of the employees are satisfied so job design system of AML is always reasonable. Here job description and job specification is properly balanced. Through training and executive development is done properly in AML and it follows the perfect performance appraisal method. The rewards system and the internal and external equity is maintained properly. Through employee and labor relations are well maintained here and also employee safety and health measures are done with satisfaction.

SWOT Analysis HR Policies of AML:

The Strengths and Weakness of HR policies in AML represents its internal health and vulnerability whereas the Opportunity and Threats represents its degree of external exposure and interactivity. SWOT analysis provides a good overview of whether its overall situation is fundamentally healthy or unhealthy and provides the basis for crafting strategy on every front. Where S stands for Strength, W stands for Weakness, O stands for Opportunity and T stands for Threats. SWOT analysis on AML is given below:

Strengths

1. International brand image of Coca Cola
2. Technical expertise and R&D provided by international authority of Coca Cola
3. Nationwide distributorship driven by highly motivated workforce
4. Value chain integration through the efficient use of the other business entities of the group, such as the products of IGLOO Sugar is used as a base ingredient in Coca Cola.

Weakness

1. Dependency on the international Coca Cola authority.
2. Concentrate more on Igloo Ice Cream rather than other sister concerns because of the market demand.

Opportunities

1. At present, AML only bottles and distributes only three brands of beverages - Coca Cola, Sprite and Fanta. It is always possible to introduce other world famous Coca Cola brands like Bislery (Drinking Water), Maaza (Mango Drink) and others.
2. AML currently can distribute its beverages only in Chittagong, Khuina, Sylhet and Barishal Division. The acquisition of the distributorship of the whole Bangladesh will be a great opportunity for AML.

Threats

1. The ever rising number of new entrants in the business.
2. Narrow band of beverage product line compared to the competitors.
3. Dominance of substitute beverage products like fruit juice.

Major Findings:

- The employees of AML, they follow the long-term and short-term goals in the human resource planning. Such as: revenue goals, customer service goals, employee appreciation goals, community outreach goals, website traffic goals.
- They have some principles of job analysis in AML. That are- work measurement, work alignment, work fit, work value.
- AML provides some benefits of training evaluation and they provide internal as well as external training.
- Abdul Monem Limited follows performance management system which is based on MBO (Management by Objective) and KPI (Key Performance Indicator).
- The employees of AML follows both direct and indirect compensation management.
- In AML, employee relations and motivation are balanced through the labor union that is work for both employee and management to fulfill employees demand and requirement and reduce management's problem related employee
- They are concerned not only about the physical health of their employees, but also

their mental and emotional well-being. AML has policies & practices that provide for a safe and healthy working environment.

- HRM practices of AML are fair enough and effective but still it should be fairer.
- The majority of the employees of AML are satisfied with the job design.
- Sometimes the job description and job specification becomes hard to balance to achieve the goal that is why some employees are neutral.
- The employees of the AML are quite satisfied with the rewards system which is given rather earned.
- AML keeps all the employee and labor relations good.

Chapter - 5

Recommendations

AML group may organize the job design more efficiently to achieve the organizational goal in the future. Job description and job specification can be more balanced so that employees becomes more satisfied. The reward system of *AML* might be provided on earned way not given. To do this they may give more emphasis on performance and keep the performance appraisal in a proper way. To improve the employee and labor relations, they may maintain a good relationship among them through meeting, conference etc. They may organize more Employee Training and Development Program for the betterment of the organization. After going through *AML*'s recruitment and selection process I have some Recommendations that might be helpful for the organization. This are as follows:

- ✓ As Abdul Monem Limited has a number of sister concerns and business units they should go for frequent recruitments to hire the right person for the right job.
- ✓ A monitoring unit can be formed for measuring the evaluation of the employees.
- ✓ *AML*'s HR manager should train the employees more for having efficient so that they perform the best for organization.
- ✓ To overcome the problem of evaluators' unavailability, *AML* can schedule at a quarterly basis and book assessors' schedule through internal software to ensure they remain free in that time.
- ✓ In the case of urgency they should utilize the sources of candidates well to reduce the recruitment and selection time but should not be confined to those sources only. It might deprive them in getting diverse talents.
- ✓ They should invite fresh graduates from all over Bangladesh so that the company can get some fresh minds to operate the organization

Conclusion:

In Bangladesh today multinational sector is one of the most establish area. For the aspects of economic development, multinational sector must be reformed. Private organizations are comparing important role to the government banks in the country. Internship program brings a student closer to the real life situation and theory helps to launch a career with some prior experience. This internship program in AML group was a great opportunity for me to judge my theoretical knowledge in terms of practical experience. The conflicts between theory and practical way of Human Resource Management practice helped me to think more realistic. Through this internship program, I came to know about these practical strategies, which will help me to employment my booking knowledge in practical field of work. Recently, HR department is designing formal form for the applicant interview, salary survey, training needs assessment. HR department is also forecasting for long term human resource need. Employees are one of the power or instrument of an organization. In AML group, the employees are motivated. In, AML a positive motivation philosophy & practice improves productivity, quality & service. AML has maintained good compensation policy for their employees, Maintenance is another part of AML. AML is also committed to provide employee proper safety & health. They have taken so many programs to ensure employees' rights of safety & health. AML gives more emphasis on their communication with employee. Starting from the first process of recruitment all the steps are regulated by the HR department of AML very effectively. That's why employee gives their best effort for the development of AML.

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